

# PIY LOCAL

Don't risk damage to your belongings by using hand-me-down boxes. If you're moving within the city, we have a special "Local Move Budget Kit" available that contains the basic packaging to suit the average 2-3 bedroom home. This is a great no frills option that's popular with those transporting their belongings themselves. And it qualifies for partial-cover Transit Insurance. If you'd like to have access to a full-cover Transit Insurance, choose from our range of "Starter-Kits". Starter-Kits qualify for full-cover Transit Insurance.



## YOUR FREQUENTLY ASKED QUESTIONED ANSWERED...

### 1. WHAT SERVICES CAN I GET WITH PIY LOCAL?

You won't be left on your own to work things out for yourself should you get stuck with anything. The beauty of Pak-It-Yourself is that you're able to PIY with professional support whenever you need it. This is a great way to save your hard-earned money and manage your move your way.

**The following choices are available to you with your P-I-Y Local move...**

- ✓ **Sturdy Boxes** supplied loose or in Kits containing other essential packing materials and Packing Guidelines & Tips to help you pack like a professional
- ✓ **Convenient Rubbish Removal** – drop off and collection of a large bin for you to fill with your general rubbish can be arranged if you need it
- ✓ **Transit Insurance** – full or partial cover available with our freight system
- ✓ **Friendly Professional Packers** to assist with the awkward items like lounge suites and tables, etc
- ✓ **Reliable Pickup of your packed belongings** if you need freighting

Just tell us what you need and we'll provide you with an easy to follow quote to kick-start your move

### 2. WHAT BOXES SHOULD I USE?

Its useless obtaining boxes from supermarkets or friends to pack your hard-earned possessions into, these pre-used boxes are often just *not* sturdy enough. Plus having a real mixture of box types can make labelling and handling more difficult.

The affordable packing Kits you can purchase from PIY are designed *especially* for owners to correctly pack their own belongings while providing optional Transit Insurance cover should you require it.

A **Local Budget Kit** provides you access to a partial Transit Insurance cover while the **Starter-Kits** provide access to a full Transit Insurance cover when we freight your belongings.

### 3. HOW MUCH DOES P-I-Y LOCAL COST?

This will depend entirely on the size of your home. Packaging Kits can be priced for you over the phone or viewed and ordered from the shop at [www.pakityourself.co.nz](http://www.pakityourself.co.nz). It's very easy to underestimate how much material you'll need so, to save you from too much running around, we recommend you begin with a Starter-Kit or a Local Budget Kit. These kits include the basic packaging and other extras you'll need to make a good start and additional packing materials can be supplied if you need.

...and if you end up with too many boxes, provided they're in the same condition as they were supplied to you, you can return them for a per box discount on your freight costs if we're transporting your packed belongings (limited to boxes only)

### 4. HOW BIG ARE THE PIY BOXES?

PIY boxes come in 3 sizes: small, medium and large. The small size is similar to a wine box and the large is Tea-chest size. All are of sturdy construction with the large size being double-walled for extra strength. View them with their dimensions from the shop at [www.pakityourself.co.nz](http://www.pakityourself.co.nz) or visit your nearest PIY operator and inspect them firsthand

### 5. CAN I USE MY OWN BOXES ANYWAY?

No. If we're transporting your belongings and you want Transit Insurance, you must use our full packaging system as approved by our Insurers.

PIY operators will not accept your belongings for freighting if they're not packed with PIY packaging and do not recommend transport without insurance

### 6. ARE MY BELONGINGS AUTOMATICALLY INSURED WHILE THEY'RE IN TRANSIT?

No. You must **specifically** obtain Transit Insurance from us *before* we move your belongings.

Household insurance is not the same thing as Transit Insurance so it's important to obtain cover for your belongings while they're travelling just in case things go wrong. And if you're storing your belongings for any length of time, it's vital you obtain Household insurance to cover them while they're in storage.

**Provided you purchase our full packaging "Starter-Kit", pack your things as our Packing Guidelines and Tips illustrate, complete your paperwork correctly and use our Hassle-free Freight service**, you'll be able to purchase an "All Risks" Transit Insurance policy through us to cover your belongings while they're travelling. Transit Insurance information can be found in the PIY Booklet so you can research the details

### 7. HOW MUCH IS THE TRANSIT INSURANCE?

Our Transit Insurance is surprisingly affordable.

Transit Insurance is generally calculated on the total value of your belongings plus the freight. Because most people don't know the total value of their belongings until they've packed everything up, you'll be provided with a **rate** on your quote. Once you've totalled up the value of your belongings from the paperwork supplied in your Kit, you'll find it really easy to calculate your insurance premium. You can then determine whether to purchase insurance or risk the loss should something go wrong

## 8. HOW DO I GET YOUR PACKING GUIDELINES & TIPS?

These easy to read, easy to follow Packing Guidelines and Tips are supplied in the packing Kits. And just like all our other literature, it won't require days for you to get through this material or a degree in rocket science to then understand how to pack. In the meantime, some quick packing Tips can be found in the PIY Information Booklet or at [www.pakityourself.co.nz](http://www.pakityourself.co.nz)

## 9. WHEN DO I PAY?

PIY operates on a 2-step "pay-as-you-go" system...

- 1<sup>st</sup>** you'll need to pay for your Kit *before* you take delivery of it and
- 2<sup>nd</sup>** you'll need to pay all your Freight costs *before* anything is transported

This process keeps the PIY system flexible for you. Cash or Internet banking are currently the accepted methods of payment

## 10. WHAT IF I NEED TO STORE MY BELONGINGS?

No problem. Your PIY operator has secure storage available onsite for your packed belongings – but you'll need to let us know in advance whether you need storage and for how long so we can ensure space is available for you when it's needed and advise you on your insurance responsibilities during storage

## 11. WHAT DO I DO WITH THE EMPTY BOXES WHEN I'M FINISHED WITH THEM?

All the materials in the PIY Kit are yours to keep and do with what you wish. You could flatten the boxes and store them for use some other time or make use of the city's recycling scheme that should enable you to dispose of most materials should you wish to

## 12. WHAT DO I DO WITH MY PETS?

PIY does **not** deal with the transport of live animals. This type of business is highly specialised and should only be handled by experts to minimise the trauma to your pets.

If you're moving out of the city, possibly the first place to begin finding information on moving your pets is your airline or you could look up **Pet Transport** in the Yellow Pages

## 13. WHAT KINDS OF THINGS *SHOULDN'T* I PACK?

This list is not intended to include absolutely everything but it should help you think carefully about things as you sort and pack, most particularly if you're storing your belongings for any length of time...

- **Remove** and discard batteries from appliances and remote controls, etc – batteries can corrode during storage and are considered hazardous
- **Don't** pack explosives, household cleaners, paints, varnishes, aerosols (like hairspray, fly-spray, deodorisers, etc), fuels, oils or solvents of any kind (like turpentine, methylated spirits, thinners, nail polish remover, etc) – these items can leak and are considered hazardous
- **Never** pack valuables like jewellery, money, tickets, stamps, trinkets, etc or important papers – always keep these items safely with you
- **Never** pack anything used that's damp or dirty. Always scrub and dry barbeques, bikes, footwear, camping gear, tools, saddlery, etc squeaky clean to avoid contamination of your other belongings

## 14. WHAT ARE HAZARDOUS GOODS?

This includes any item that is noxious, dangerous, hazardous, inflammable, explosive or likely to cause damage. The expression "likely to cause damage" **includes** items that could harbour or encourage vermin or other pests.

Any item that's hazardous, no matter how small, can make your entire freight load hazardous and therefore, the truck it travels on or the storage facility it's stored in. This kind of risk to people and property can attract surcharges and penalties so it's important for you to be very aware of "hazardous" items as you pack

## 15. WHAT IF I CAN'T BE BOTHERED WITH PACKING MYSELF or THE BOSS IS PAYING?

No problem. This service isn't for everyone so you should consider using our **Premiere** service instead. **Premiere** sees *everything* from packing to delivery being done for you. Details of this service can be found in the PIY Booklet or just click on **Premiere** from the website at [www.pakityourself.co.nz](http://www.pakityourself.co.nz) any time

## 16. WHAT IF I'M SENDING THINGS OVERSEAS?

Pak-It-Yourself takes care of overseas moves too. Those moving overseas can obtain a FREE informative and entertaining DVD called "The PIY Guide to Moving Overseas". Preview it from the website at [www.pakityourself.co.nz](http://www.pakityourself.co.nz). You can get a copy with the PIY Booklet if you order from the website or by phone. And if you need to send something small overseas, check out Fill-a-Box while you're visiting the website

## 17. SO HOW DO I USE THE PIY SYSTEM?

It's really easy...

- a. If you require a quote, contact your nearest PIY operator
- b. When you're ready to begin packing your belongings, order your Kit  
**AND**
- c. If you'd like to book transport, fill in "Your PIY Instructions" form included in your Kit and send it in

...OR if you prefer, you can complete all these forms quickly online at [www.pakityourself.co.nz](http://www.pakityourself.co.nz)

## 18. HOW DO I CONTACT YOU?

You can quickly obtain the contact details of your closest licensed operator from the **website** at [www.pakityourself.co.nz](http://www.pakityourself.co.nz)

We sincerely look forward to hearing from you.

